

Customer Service Report for EMIB



For the period: Thursday, November 01, 2007 12:00:00 AM to Friday, November 30, 2007 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Accounts											
Access/Login	0	0	0	1	0	0	0	0	1	0	0
Deactivate/Close	2	0	0	0	0	0	0	0	2	0	0
Edit Account	4	0	0	2	0	0	0	0	6	0	10
General Info	4	0	0	0	0	0	0	0	4	0	7
Register/Open	1	0	0	559	0	0	0	0	560	0	0
Application Support											
Database Development	0	1	0	0	0	0	0	0	0	1	0
Sharepoint-Troubleshoot	0	1	0	0	0	0	0	0	0	1	0
Update/Upgrade	0	1	0	0	0	0	0	1	0	0	26
Back Office Support											
Active Directory	2	0	0	3	0	1	0	0	4	0	5
Add Entry	1	0	0	0	0	0	0	0	1	0	7
Backup/Restore	2	0	0	1	0	0	0	0	3	0	10
Configuration	1	0	0	0	0	0	0	0	1	0	9
Permissions/Shares	5	0	0	0	0	0	0	0	5	0	15
Print Hosting	1	0	0	0	0	0	0	0	1	0	28
Release IP-DHCP	3	0	0	0	0	0	0	0	3	0	11
Reset Limits	2	0	0	0	0	0	0	0	2	0	6
CC Technical Operations											
Network-Bind DNS	1	0	0	0	0	0	0	0	1	0	8
CIT Categories											
General Info	0	0	0	1	0	0	0	0	1	0	9
Web Dev/Enhancement	1	0	0	0	0	0	0	0	1	0	22
CIT Categories Remedy											
Other	0	1	0	1	0	0	0	1	1	0	18

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	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Connectivity											
TCP/IP	2	0	0	0	0	0	0	0	2	0	14
Email											
Exchange Email	2	0	0	1	0	0	0	0	3	0	7
General Info	5	0	0	0	0	0	0	0	5	0	67
MS Outlook	5	0	0	0	0	1	0	0	4	0	35
Outlook Web Access (OWA)	1	0	0	0	0	1	0	0	0	0	0
Spam Mail	1	0	0	0	0	1	0	0	0	0	0
General Information											
Inquiry	2	0	0	0	0	0	0	0	2	0	10
Hardware											
Desktop/Troubleshoot	0	1	0	0	0	0	0	1	0	0	10
Printers/Request	1	0	0	0	0	0	0	0	1	0	19
Printers/Troubleshoot	1	0	0	0	0	0	0	0	1	0	10
Servers/Config/Setup	0	3	0	0	0	2	0	0	1	0	0
Servers/Install/Build	0	5	0	1	0	1	0	0	5	0	0
Servers/Troubleshoot	0	2	0	0	0	2	0	0	0	0	0
NIH Services											
Other	0	0	0	1	0	0	0	0	1	0	0
NIHnet											
Inquiry	1	0	0	0	0	0	0	0	1	0	24
Outage-Wireless	1	0	0	0	0	0	0	0	1	0	16
Server Support-DNS	2	0	0	1	0	0	0	0	3	0	12
Server Support-Other	2	0	0	0	0	0	0	0	2	0	10
Service Prov-IP Address Admin	4	0	0	0	0	0	0	0	4	0	12
Security											
General Info	1	0	0	0	0	0	0	0	1	0	35

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Web Site Issue (non-CIT)											
Other	1	0	0	0	0	0	0	0	1	0	14
Wireless Services											
BB/Recommendation	1	0	0	0	0	0	0	0	1	0	10
Grand Total:	63	15	0	572	0	9	0	3	636	2	2

Total Tickets Closed:	641
Total Tickets Assigned/Pending/Checked Out:	9
Total Tickets Created:	650